



COMMUNITY LIVING AIDE

Class Code:
004910

Bargaining Unit: Health Services Unit

COUNTY OF SAN DIEGO
Established Date: Jul 26, 1991
Revision Date: Dec 27, 2010

SALARY RANGE

\$10.62 - \$12.91 Hourly
\$849.60 - \$1,032.80 Biweekly
\$1,840.80 - \$2,237.73 Monthly
\$22,089.60 - \$26,852.80 Annually

CLASSIFICATION PURPOSE AND DISTINGUISHING CHARACTERISTICS

To assist clients with recovery activities, to provide information about clients' behavior to case manager or program manager, and to perform related work as required.

This class is found only in the Health and Human Services Agency (HHSA). Under general supervision, incumbents are responsible for assisting clients in performing activities related to their recovery. This class differs from the Mental Health Aide in that the latter is a para-professional class responsible for assisting in the care and supervision of patients within psychiatric care facilities, whereas the Community Living Aide is responsible for assisting clients outside of care facilities.

EXAMPLES OF DUTIES:

The examples of functions listed in this class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment for the position. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of a job, on a case-by-case basis.

Essential Functions:

1. Transports clients to meetings, psychiatric and medical appointments, and other activities and appointments in the community.
2. Obtains information from clients, identifies problems, and recommends available resources.
3. Visits clients at home or in the community and assists clients with socialization, medication, personal care, completion of necessary forms or paperwork, and other daily activities.
4. Collects information for mental health professional staff.
5. Observes clients and records unusual behavior.
6. Monitors clients within community care facilities and reports findings to case manager and program manager on a daily basis.
7. Participates in staff and community meetings.
8. Makes referrals and consults with other community service providers on behalf of clients.
9. Maintains reports, files, and logs using a personal computer.
10. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- General knowledge health, mental health symptoms, behaviors, and treatment options
- Principles of interviewing to acquire information
- Basic mathematics
- County customer service objectives and strategies
- Operation and use of basic office equipment and personal computers

- Telephone, office, and online etiquette
- Current technology and trends in health and well being

Skills and Abilities to:

- Assist clients with activities related to recovery
- Collect accurate information
- Observe and report client behavior that may put themselves or others at risk
- Drive and operate a van to transport clients
- Establish and maintain rapport and credibility with clients and client groups
- Communicate effectively orally and in writing
- Maintain files and records
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in situations that require a high degree of sensitivity, tact and diplomacy
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or making appropriate referral
- Provide prompt, efficient and responsive service
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations

Desirable Traits

Communicates Effectively, Knowledge Worker, Customer Focused, Values and Respects Others, Drives to Excel, Teamwork and Collaboration, Continuous Learning, Demonstrates Ethical Behavior, Supportive of Change

Education and/or Experience

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience:

Six (6) months paid or volunteer experience assisting clients in health, mental health or community setting.

REQUIRED LICENSES, CERTIFICATIONS OR REGISTRATIONS**License**

A valid California Class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None Required.

SPECIAL NOTES**Working Conditions**

The primary work environment is in the field; work involves driving vans and other motor vehicles to visit clients and to transport clients. Incumbents interact with mental health clients and persons from various socio-economical backgrounds. Incumbents interact with persons who may be hostile or violent, or who may have contagious diseases.

Essential Physical Characteristics

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of a job, on a case-by-case basis.

Frequent: sitting and use of right and left hand. Occasional: walking, standing, repetitive use of hands,

simple grasping of left and right hands, power grasping of left and right hands, fine manipulation of left and right hands, and lifting objects up to ten pounds from waist height and carrying such objects for a distance of up to 30 feet.

Incumbents assigned to the San Diego County Psychiatric Hospital may be required to lift and transport client belongings weighing up to twenty-five (25) pounds.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

PROBATIONARY PERIOD AND CLASS HISTORY

Incumbents appointed to permanent positions in this classification shall serve a probationary period of 6 months.

New: July 26, 1991

Revised: February 29, 1996

Revised: March 7, 2001

Revised: June 21, 2002

Reviewed: Spring 2003

Revised: June 11, 2004

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Revised: December 27, 2010

Community Living Aide (Class No. 004910)

Union Code: HS

Variable Entry: Y